



**NOTICE OF PUBLIC MEETING**  
Pursuant to Iowa Code 21.4  
Department of Administrative Services  
**TECHNOLOGY CUSTOMER COUNCIL**  
**Tuesday, May 11, 2004**  
1:00pm – 3:00pm  
Hoover B Level, Conference Room 2

- 1. Review and Approve Minutes**  
*Steve Mosena*
- 2. Introduce New Public Member**  
*Steve Mosena*
- 3. Updates**  
*Mollie Anderson*
- 4. Customer Council Communications**  
*Patti Allen*
- 5. Common Directory FY 06 Information**  
*Denise Sturm and Lorrie Tritch*
- 6. I/3 Methodology and Rates**  
*Denise Sturm and Sharon Sperry*
- 7. Other Discussion (Complaint Resolution Process, etc.)**  
*Steve Mosena*
- 8. Next Meeting Date and Agenda Items**  
*Steve Mosena*